

The Professional Interpreter

A Training Program for Community Interpreters

FREQUENTLY ASKED QUESTIONS

Q1. WHEN AND WHERE WILL THE INTERPRETER'S GUIDE CLASS BE OFFERED?

The **Professional Interpreter** is a 40-hour community interpreter training program. Sessions are available during the **Spring, Summer, and Fall**. For an updated listing of our course dates, time, and location, please visit our website at muschealth.org/interpreter.

Q2. WHAT ARE THE PRE-REQUISITES TO ATTEND THIS CLASS?

Participants must be 18 years of age or older and successfully complete a language proficiency test in both English and their non-English language to gain acceptance in the class. Interpreters for individuals who are Deaf or Hard of Hearing (ASL) are exempted from the language proficiency test but will be required to submit a RID Certificate at the time of registration for the class.

Q3. IS THERE A COST FOR THE LANGUAGE PROFICIENCY TEST?

There is a non-refundable registration fee of \$150 due at the time of registration for the Oral Proficiency Interview by Computer (OPIc) Exam. Information on how to schedule the language proficiency test will be sent to applicants via email once the online enrollment is complete and the registration fee has been received by MUSC Health.

Q4. WHY ARE PARTICIPANTS REQUIRED TO TAKE A LANGUAGE PROFICIENCY TEST?

Why is language proficiency so important? Many interpreters fail to realize that they lack adequate language skills to interpret accurately and that they should not interpret at all. Interpreters who are not adequately fluent in their working languages can make many errors that lead to problems such as misunderstandings, misdiagnoses, lawsuits and even death.

Q5. WHAT LEVEL SHOULD I SCORE TO BE QUALIFIED TO INTERPRET?

MUSC Health uses Language Testing International (LTI) for language proficiency testing. The test is scored against the ACTFL (the American Council on the Teaching of Foreign Languages) scale: Novice, Intermediate, Advanced, Superior, with three additional levels (high, mid, low) for each of the four descriptors.

ACTFL Level Superior strongly preferred. However, at a minimum, the “**qualified**” interpreter should score Advanced High on the ACTFL scale. A “**trained**” interpreter might score Advanced Mid or Advanced Low. For any lower score, the candidate would be considered **NOT** qualified to interpret and would need to improve their language proficiency .

muschealth.org/interpreter



Interpreter Training Center

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Q6. WHAT IS THE COST OF THE PROGRAM?

Please continue to check our website regularly for current information on course cost. Participants must pay a non-refundable deposit of \$150 at the time of the registration (This will cover the language proficiency test and reserve your seat in the program). The remaining balance must be paid before the first day of class.

Credit/debit card payments will be accepted by calling (843) 792-9055 from 8:00am to 5:00pm, Mondays through Fridays. Applicants will not be registered for the class until full payment has been made. Companies paying for multiple employees may pay by credit card or by check.

Please make checks payable to **Medical University Hospital Authority** and send to:

ATTN: Carol Hanton, Interpreter Services, 169 Ashley
Ave, Room 462 E4, MSC 338, Charleston, SC 29425

Q7. WHAT IS THE DEADLINE TO REGISTER FOR THE PROGRAM?

Applicants must submit completed online enrollment and non-refundable deposit at least one week prior to the start date of the course

Q8. WHAT IS THE CANCELLATION POLICY FOR THIS PROGRAM?

A refund request for a class/program must be submitted in writing by interpretertraining@musc.edu. A seven-day notice of cancellation is required to receive a refund or to transfer to another class/program. Refunds will not be given after the class/program registration deadline; rather, a credit may be issued.

Q9. WHAT IF I AM A MUSC EMPLOYEE, CAN I RECEIVE A DISCOUNT OR TAKE THE CLASS FOR FREE?

MUSC team members should contact Antwan Walters, Manager, Interpretation Services at 843-792-5078 or via interpretertraining@musc.edu

Q10. IS THIS CLASS JUST FOR PERSONS WHO SPEAK SPANISH OR CAN SPEAKERS OF OTHER LANGUAGES APPLY?

While the majority of participants are persons who speak Spanish the class is open to all languages, including American Sign Language Interpreters. The class instruction is delivered in English and participants will be interpreting in both English and their non-English language during role-play exercises.

Q11. WHAT HAPPENS IF I DO NOT ATTEND ALL OF THE CLASSES?

In order to gain a Certificate of Completion, participants must attend all classes and pass a written examination that will be given at the end of the program. No tuition credits will be offered if the participant attends any portion of the training and then discontinues attendance for the remainder of the class, including no-shows. Unfortunately, no exceptions can be made to this policy.

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Q12. WHAT HAPPENS IF I DO NOT PASS THE FINAL EXAM?

In the event that a participant does not pass The Professional Interpreter exam given at the end of the course, he/she will be given another opportunity to retake the exam within 90 business days after failing the first exam. No refunds or tuition credits will be given in the event that a participant does not pass the final examination

Q13. WILL WE HAVE A BREAK FOR LUNCH?

In addition to the small breaks that will be provided throughout the class each day, participants also will be given a one-hour lunch break. There are many restaurants in the area from which to choose.

Q14. WHAT IS THE DIFFERENCE BETWEEN A CERTIFICATE OF TRAINING AND A NATIONAL MEDICAL INTERPRETER CERTIFICATION?

After successfully completing The Professional Interpreter course participants will be issued a joint Certificate of Completion from the Cross-Cultural Communications (CCC) and MUSC Health. It shows proof of the 40-hour pre-requisite training that is needed for the national certification examination for medical interpreters.

For more information about national certification for medical Interpreters please visit <http://www.cchicertification.org/> or <http://www.certifiedmedicalinterpreters.org/>.

Q15. HOW DO I REGISTER FOR THIS PROGRAM?

- Step 1: Applicants within the hospital can register for the class at <http://myquest.musc.edu>. Applicants outside of the hospital can register for the class at <http://musclearning.com>.
- Step 2: Create an account. Once your account is created, log into your account. In the search toolbar, type [The Professional Interpreter](#) and click on the course. Read the course information and select desired course date and enroll.
- Step 3: Your enrollment in the program is contingent upon meeting the course prerequisites, course fees are paid in full and successfully pass a language proficiency test. A \$150.00 non-refundable deposit is required to reserve a seat. Deposit must be submitted at the time of registration.

The Professional Interpreter Training Program is a program incorporating authorized materials from The Community Interpreter® International Edition

muschealth.org/interpreter



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